



OMBUDSMAN JOURNAL



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Meet the NEW CNO Ombudsman-at Large

An Interview with Doreen Scott

By Ashlie Counts-Jenkins

I had the great opportunity to meet Doreen Scott right before her husband, Terry Scott, became our Navy's 10th Master Chief Petty Officer of the Navy (MCPON). She very graciously allowed me to interview her for the *Ombudsman Journal*. She also is a member of our Ombudsman Network Advisory Committee and is a very fun person!

Where were you born? Where did you grow up?

I was born and raised in Uniontown, PA, a small town south of Pittsburgh.

How did you meet your husband?

Terry and I met at Virginia Beach when he was in Electronics "A" school there. A high school friend of mine was in Terry's class and introduced us. We were married in May of 1980.

How many children do you have?

We have two children. Our oldest daughter is a freshman in college this year, studying International Relations. Our



youngest daughter is in seventh grade.

What is your past experience as an Ombudsman?

I've never been a command ombudsman. However, since Terry's Chief of the Boat tour ten years ago, I've acted as an advisor to his ombudsmen, helping on many issues over the years. I at-

tended and completed the Ombudsman Basic Training in 1998 and began attending monthly Ombudsman Council meetings after that, whenever possible.

Where have you lived during your time as a Navy wife?

We have lived in many interesting places throughout our Navy career. We started out in Charleston, SC. We actually lived in Goose Creek, SC, a great little town on the edge of N. Charleston. Terry was there for two years before our marriage, and then we had eight more years there together after our wedding. We became so comfortable that we knew that if we didn't leave soon, we never would. We finally decided to try an overseas tour and went to Holy Loch, Scotland. What a great tour that was. We stayed there for a little over two years. While we were in Scotland, we were able to travel extensively in Europe and Great Britain. Our youngest daughter was born in Scotland.

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From Scotland, we did a short geo-bachelor tour while Terry attended the Senior Enlisted Academy. The girls and I stayed with my mom in PA, while Terry went to school in Newport, RI, then on to Virginia Beach, VA. We joined him there after Christmas. We stayed there for five years, and then we went to Winter Harbor, Maine for three years. This was quite a change for us. Did you know that there are some stateside duty stations that require an overseas medical screening? Winter Harbor was one of them. Yes, it was extremely remote, but we enjoyed our time there. We got to experience snow and all the winter fun it entails. The small, local community welcomed us and gave us memories we'll always treasure.

After Maine, Atsugi, Japan was offered, and after some initial hesitation (on my part) we took orders there. We had enjoyed our Scotland tour so much, that we felt that it was worth a shot. This was probably the hardest adjustment I've ever had to make, but became one of the most rewarding experiences of my life. I'll always be thankful that we went where the Navy needed us, even though it seemed a bit of a stretch at the time.

From Japan, we went to Bahrain. Again, another hard adjustment, but after Japan, I swore I could do anything. And I did. Maybe more importantly, our kids adjusted. By this time, both girls had a say in what we did with the Navy, and they were very supportive of this move. It was a good tour for all of us, in spite of 9/11 -- maybe even because of 9/11. Living in the Middle East at that time of history was an eye opener that I'll not soon forget. I know this experience has shaped both of our daughters and was instrumental in our oldest daughter's developing interest in international affairs and linguistics.

Finally, our girls and I came back to the U.S. in June of this year. It's been good being back in the United States, close to family and old friends, and meeting so many new friends. This has been the easiest adjustment I've ever made in a transfer, even when our Household Goods were "lost" and our car arrived late. This tour has so much to offer and I plan to give my best to it.

What is the most unique or exciting experience you have had as a Navy wife?

It's very difficult to select the MOST unique or exciting experience I've had as a Navy wife. I've honestly enjoyed every tour in one way or another. I'm grateful that we took advantage of overseas duty stations. I've been able to see much of the world that I may never have seen or experienced in the same way. I've met some incredible people along the way, and lived a life I never dreamed of while growing up in a small Pennsylvania town.

What do you see as the challenges Ombudsmen face during the 21st Century?

Our present-day ombudsmen have a tough job ahead of them. The spouses and families of today's servicemen and women are unique in their adaptability, and independence. With the increase in email and ship-board phones, many people don't feel the need of a liaison between the command and the family as much as they once did. But, in this changing world, we still need that personal touch and that personal contact in a variety of situations. There will always be a spouse that would prefer a phone call to email, a face-to-face introduction vs. a website. A good ombudsman is still vital to the interaction between the command and the families whether it's during a deployment or shore duty. I believe it's absolutely necessary for the ombudsman to have the full support of the CO, XO and CMC, and their spouses. If we can work together as a team, pooling our strengths for the good of the command, then we'll have happier sailors, happier families, and a more focused and efficient Navy.

What would you like all Ombudsmen to know?

As Ombudsman-at-Large, I look forward to traveling to see our Navy families and to find out how you're doing. If something works for you, I'd like to know about it so that we can duplicate it elsewhere. If something is not working, I'd like to know that, too, so that we can address the issue and hopefully, find a solution to the problem.



From the Naval Services FamilyLine Chairman

DEAR OMBUDSMEN,

I had the wonderful opportunity to attend the Navy Family Summit in Sturbridge, MA at the end of August. First, over 15 spouses who have been active as Ombudsmen were in attendance at the Summit. With all that you do for our Navy families, I was not surprised. Great to see you and super that you could be there.

As part of the activities during the Summit, we were to share stories of our experiences in the Navy which had a positive impact on our lives. I want you to know that many of the stories told related to the help that individuals received from their Command Family Ombudsman. You are making the program work and our Sailors and families are better for it.

Since the program began back on 14 September 1970, there have been a great number of changes in the technology used by the Navy (E-mail, ship websites, cell phones, etc.). These changes clearly impact how we live our lives – particularly how we communicate with our families, command family members, and even the Ombudsmen Assembly Chairmen and Ombudsmen Coordinators. As Ombudsmen, you know that timely and accurate communications are key to a successful command. I also know that the Ombudsman Program continues to be an important part of command communications and disaster preparedness for our navy families.

As technology changes, sometimes, in addition to changes in how we do our work, the priority of the functions we perform and the amount of time spent on them changes as well.

Taking off on what I heard at the Navy Family Summit, I think it would be important to share our success stories as Ombudsmen with others – in order that those who follow know better how to use the new technology successfully and to understand how the Ombudsman Program continues to contribute to mission readiness.

Based upon your experience, I would like to hear from you regarding:

- a. Whether you think that the role of the Ombudsman has changed – if it has, how has it?
- b. If the amount of time you spend on different functions has changed – and if so, how?
- c. What you believe your most important contribution to the command is.
- d. What “tools” you need to be able to do your job better. These “tools” can include training, command information, checklists, handouts, computers, phones, etc. Please be specific about why you need these.
- e. What you have done or the command has done to ensure the Ombudsman Program is successful for the Command.

I would like to be able to put this

(See From the Chairman page 5)

BUPERS FORUM

By Rocky Whray, Ombudsman Program Manager

Revising the Manual

As many of you know, I am in the process of a complete revision of OPNAVINST 1750.1D and the ombudsman manual, NAVPERS 15571A. Both documents were released in 1994 and in obvious need of updating. With input from the Ombudsman Quality Management Board (OQMB) and program managers here at Navy Personnel Command (NPC), the first draft is nearly completed. Once it is, the OQMB members will have a chance to review it and make recommendations. Once that step is done, it will be submitted to the NPC chain of command for review and editing. I don't know how long that process will take because once NPC is finished, it will then go to the Bureau of Naval Personnel and Chief of Naval Operations staffs for their chop and final approval.

The current instruction and manual are quite large and contain many redundancies. One of my goals has been to streamline and update the material. To facilitate this, I've merged the OPNAVINST and manual into one document which will be OPNAVINST 1750.1E. The final product will contain much of the information you are familiar with but much will be different. Because I don't know what the chain of command will ultimately approve, I can't go into specifics about upcoming changes.

I can tell you that once the new OPNAVINST is approved, the Ombudsman Basic Training (OBT) course will be overhauled to ensure that it accurately reflects the new program materials. One initiative we are considering is making OBT an Internet based training program that may also be available on CD-ROM/DVD. This would eliminate the sometimes long wait between appointment

as an ombudsman and attendance at OBT. In fact, completion of OBT prior to appointment could become a reality. Also, this would be helpful for those ombudsmen who are not located near a Navy facility hosting OBT. This is particularly applicable to ombudsmen serving Navy recruiting, Naval Reserve, and many overseas commands/units. Finally, it will cost the Navy less by eliminating travel expenses, if OBT is not available locally, the cost of training certified ombudsman trainers, and the time and expense borne by Fleet and Family Support Centers (FFSC) to provide OBT. The FFSC Ombudsman Coordinators would still support the program, just not with OBT.

I realize that there are some who will not agree with all of the changes in the ombudsman program, especially if we change delivery of OBT. Some people aren't comfortable with change but it is necessary if the program is to continue effectively serving our Navy families. I would like to stress that the change to the training is something under consideration and not yet decided.

Take care and God Bless!



Keep those Ombudsman Newsletters coming! Recently we've received several newsletters via email and have enjoyed reading them VERY much! So, PLEASE keep 'em coming by sending them to:

Nsfamline@aol.com

Or by snail-mail to: Naval Services Family-Line, 1254 9th Street, SE Suite 104, Washington Navy Yard, DC 20374-5067

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information together in time for the next Ombudsman Quality Management Board (or Ombudsman Program Advisory Board as it may come to be called) which I anticipate should be held in late spring.

Further on in the issue are some questions to help you get started. These are just to help you – you don't have to answer all of them and there are probably better ones that you feel you should answer instead to give us a better idea of your role and successes. An E-mail address is provided so that you can send your information in to us.

Your input can help us work to make the Ombudsman Program even better.

Keep up the great work you are doing for the Navy.



David Tuma
CNO Navy-Wide
Ombudsman-at-
Large



Have a
Wonderful,
Family-filled
Thanksgiving



Looking for Volunteers

Not all volunteers for Naval Services FamilyLine work in the headquarters at the Washington Navy Yard. There is another group of dedicated volunteers who are present in Navy, Marine Corps, and Coast Guard communities around the world. These are the FamilyLine Field Representatives. These volunteers are our "eyes and ears" in the field, and we depend upon them to share information about our publications and programs, and to keep us informed of the needs of the families in their area.

The following is a list of the communities where we currently have field representatives:

Groton
Norfolk
Little Creek
Cherry Point, NC
Kings Bay
Pensacola
Jacksonville
Mayport
Puerto Rico
Millington
Fallon
Bangor, WA
Camp Pendleton
San Diego
Guam
Singapore
La Maddalena
Rota
London

Field representatives are both enlisted and officer spouses - with several of our field representatives also volunteering as command ombudsmen. FamilyLine reimburses for expenses such as childcare. If you are interested in learning more about our Field Representative program, and would like to discuss volunteering in your community, please email

Deborah Mullen at
nsfamline@aol.com.



NAVAL RESERVE OMBUDSMAN NEWS

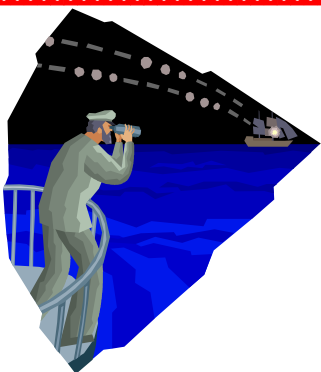
By Yonna Diggs, Naval Reserve Force Ombudsman-at-Large

Deployment Planning

As the Defense Mission rapidly changes, Reserve Ombudsman must be aggressive in developing a Pre-Deployment Plan that will meet the needs of their families. There are many resources available that can assist you in putting together an effective plan. Here are some ideas for events:

1. Spouse Day Workshops: Talk with your Commanding Officer about conducting this workshop. It is a good idea to have staff available to process ID Cards. You may also want a Tricare Representative available to talk about healthcare. Legal would also be an asset to discuss legal concerns and questions.
2. Partner with social, civic and private organizations in your area. This is particularly true when there are no military bases close to where the families live. Find out points of contacts, hours of operation and services provided so that this information can be referenced when referring your families.
3. Update your Resource Files. Remember, the information you give your families is no good, if it is outdated. Don't try to reinvent the wheel!!! Check with your local hospitals, social service agencies and churches. They usually have a staff person that has a resource file that they may share with you.
4. Use your newsletters as a way of keeping your families updated with useful information. Also, your newsletters can be a way of training your families on certain deployment subjects.
5. Make sure you keep your Command Roster updated so that if you need to contact your families, it can be done in an expedient manner to ensure that every family will be provided optimum support.
6. Familiarize yourself with helpful websites that can assist you and your families with deployment information. Here is a site I highly recommend that will provide you with great deployment information: <http://www.lifelines2000.org/services/deployment/index.asp>

Thanks for a successful year. You have done an outstanding job and I look forward to working with you in the future. If you would like to contact me to discuss other ideas, you may reach me at Yonna.Diggs@cnet.navy.mil or by phone at (800) 675-5728



**Don't forget
our veterans
on
November
11th**

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Preview of Coming Attractions!

Our next issue will be our 50th, and VERY special, so be sure to look for it in January at the NS FamilyLine Website or in your email from your Ombudsman Coordinator

CALLING ALL OMBUDSMEN!

FamilyLine wants you to share your successes with other Ombudsmen. Please send them to us ! You can copy this text by highlighting it, then copy it (CTRL C) and then paste it (CTRL V) directly into an email to us OR paste it into a Microsoft Word document. After you paste it, you can insert your answers and email your answers back to FamilyLine at: nsfamline@aol.com (Attn: Ombuds Coordinator) PLEASE take the time to do this. It is important to share what has worked for you with others!

Sample Questions (If you can, use positive stories to illustrate your answer – but no real names please):

General

1. Do you think the role of an Ombudsman has changed? If so, how and why?
2. Has the amount of time spent on particular Ombudsman functions changed significantly? If so, which ones have increased – which have decreased?
3. As an Ombudsman, what do you believe has been your most important contribution to the command?
4. What “tools” you need to be able to do your job better. These “tools” can include training, command information, checklists, handouts, computers, phones, etc. Please be specific about why you need these.
5. What have you or the command has done to ensure the Ombudsman Program is successful for the Command.

Disaster or Crisis Preparation

1. What role have you played in preparing command families for emergencies or disasters (shipboard, local area (hurricane, typhoon, fire, etc.)?
2. What role should the Ombudsman play in this?

New Technology

1. How have computers helped you to do your job as an Ombudsman better?
2. How could computers be better utilized for improving your ability to do your job as an Ombudsman?
3. Similarly for ship websites and cell

phones.

4. What is the most important change (if any) in your role as an Ombudsman as a result of computers, websites, cell phones, etc.?
5. Are there other areas of technology that could be used to increase your success as an Ombudsman?

Sharing Success stories

1. How do you communicate to other Ombudsmen what you or your command have done to make the Ombudsman Program successful for the command?
2. How do other Ombudsmen communicate their ideas to you?
3. Are these methods successful?
4. How else could it be done?

Command Support Team

1. What are the ways that your Command Support Team has helped you the most to be successful?
2. Who is included in your Command Support Team?

Training

1. Were you trained prior to becoming an Ombudsman?
2. How is the training made easier for you to attend?
3. After you were an Ombudsman for a while, what training helped you the most?
4. What training area would you have liked to have more of?

Information and Referral

1. How has technology helped you in providing information and referral services to command families?
2. How could you use it to be more successful in this area?

We are waiting to hear from you!

Happy Holidays!



USEFUL WEBSITE ADDRESSES

Continued from the last issue (#48)



Pay Rates

Website: <http://www.dfas.mil/money/milpay/pay/>

Navy-Marine Corps Relief Society

Financial, educational and other assistance.

Website: <http://www.nmcrs.org/>

Internal Revenue Service (IRS)

Telephone: 1-800-829-3676

Website: <http://www.irs.gov/>

Basic Allowance for Housing (BAH)

Website: <http://www.dtic.mil/perdiem/bahform.html/>

COLA and Overseas Housing Allowance

Website: <http://www.dtic.mil/perdiem/>

National Foundation for Consumer Credit

Debt counseling.

Phone: 1-800-388-2227

Website: <http://www.nfcc.org/>

Veterans Administration Home Loans

Website: <http://www.va.gov/>

Click on "Home Loans."

Military Assistance Program (MAP)

Information on moving, money, employment, Family Center locator, and links.

Website: <http://dticaw.dtic.mil/mapsite/>

Employee Assistance Program

Phone: 1-800-222-0364

Spouse Employment Assistance Program (SEAP)

Website: <http://www.persnet.navy.mil/pers66.htm/>

Click on "Programs" then on "Mobility" then on "SEAP."

DoD Job Search

Website: <http://dod.jobsearch.org/>

Military Spouses' Career Network

Website: <http://www.mscn.org/>

Surface Spouses

<http://www.surfacespouses.navy.mil/>

(lists most all homeports and links to those bases—NOT just for Surface)

Submarine Wives Club

Website: <http://www.submarinewivesclub.org/>

Coast Guard Spouses

<http://www.cgspouses.com>

Dads at a Distance

Website: <http://www.daads.com>

Moms Over Miles

Website: <http://www.momsovermiles.com/>

SITES (Standard Installation Topic Exchange Service)

Find out about your next base.

Website: <http://www.dmdc.osd.mil/>

Click on "SITES."

Military Assistance Program (MAP)

Information on moving, money, employment, Family Center Locator and links.

Website: <http://dticaw.dtic.mil/mapsite/>

Military Teens on the Move

Explore your new community before you arrive.

Website: <http://dticaw.dtic.mil/mtom/>

Military Acclimate

Provides personalized information on the financial impact of moving.

Website: <http://www.militaryacclimate.com/>

Household Goods

Naval Supply Systems Command pages.

(Continued from page 8)

Website: <http://www.navsup.navy.mil/>

Click on "Site Map" then on "Household Goods."

PCS House

Help with your move.

Website: <http://www.housing.navy.mil/pcshouse/>

The Ultimate Moving Checklist

At Submarine Wives Club.

Website: <http://www.submarinewivesclub.org/>

Navy Lodge

Where to stay temporarily.

Phone: 1-800-NAVY-INN (1-800-628-9466)

Website: <http://www.navy-lodge.com>

Navy Bachelor Housing

Index of BEQ/BOQs.

Website: <http://www.navfac.navy.mil/housing/>

Air Force Lodge

Phone: 1-888-aflodge (1-888-235-6343)

Website: <http://www-p.afsv.af.mil/>

Click on "Lodging Directory."

Army Lodging

Phone: 1-800-go-army1

Website: <http://www.army.mil/>

Click on "Army Life" then on "Army Lodging."

Time Zone Converter

<http://www.timezoneconverter.com/>

Federal Voting Assistance Program (FVAP)

<http://www.fvap.ncr.gov/>

Military.com

<http://www.military.com>

FirstGov

Good site for finding federal & state sites

<Http://www.firstgov.gov>

This is the end! If you have any good sites, not listed, PLEASE send them to NS FamilyLine at: Nsfamline@aol.com (attn: OJ Editor.)

NAVAL SERVICES FAMILYLINE Ombudsman Network Advisory Committee

Navy-Wide Ombudsman-at-Large
Chairman, Naval Services FamilyLine

Navy-Wide Ombudsman-at-Large,
MCPON Spouse

Navy Ombudsman Program Manager PERS662e2
Director, NavRes Ombudsman Program
NavResFor Ombudsman-at-Large
SgtMaj, USMC Spouse
HQMC Key Volunteer Coordinator
USCG Ombudsman Coordinator
Ombudsman Coordinator, NS FamilyLine
Editor, Ombudsman Journal

Naval Services FamilyLine is an all-volunteer, non-profit organization dedicated to improving the quality of life for sea service families. All Navy, Marine Corps, and Coast Guard spouses are automatic members and no dues are required.

Our mission is to empower Sea Service families to meet the challenges of a military lifestyle with information and resource assistance.

Naval Services FamilyLine volunteers provide assistance, information or referral in all matters pertaining to the military or its lifestyle, and its chairman serves as one of the Chief of Naval Operations' Navy-wide Family Ombudsmen-at-Large. Naval Services FamilyLine also produces and provides informational booklets, and coordinates educational seminars. Volunteers are at the office Monday through Friday from 10:00 am to 1:00 pm eastern time.

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